NMCSD PHA RE-ENGINEERING PROCESS: LESSONS LEARNED

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OBJECTIVES

Upon completion of this presentation, define the purpose of the PHA.

Identify 3 lessons learned at Naval Medical Center San Diego while implementing the PHA program.

Describe the clinical team approach to each PHA appointment at NMCSD.

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THE SHIFTING PARADIGM!

- Gone
  - The 5-Year Physical
- Here
  - The health maintenance visit
  - Evidence-based medicine

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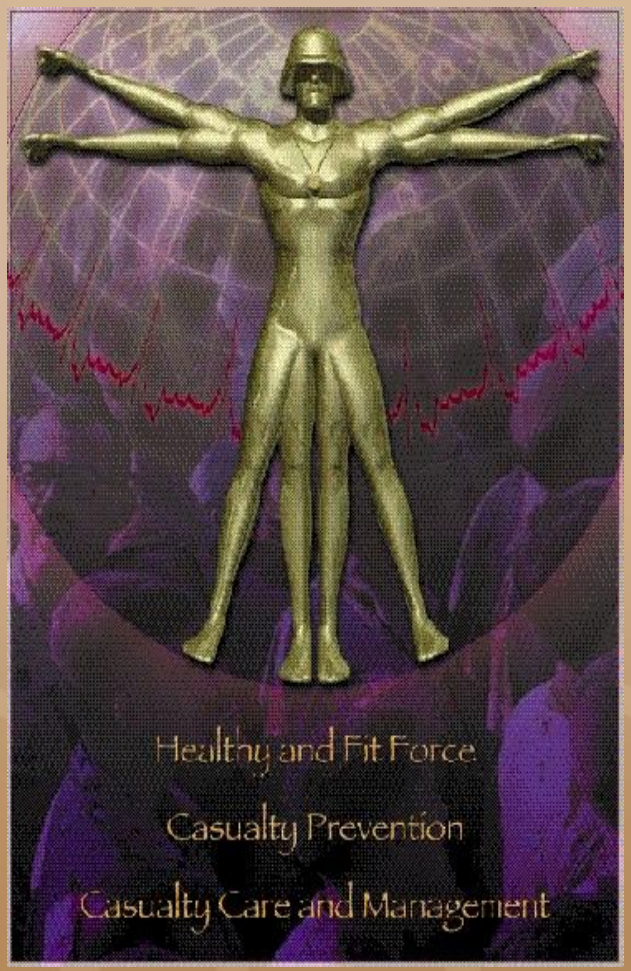
PHA – "A SIGN OF THE TIMES!"



- **Purpose of PHA to *maintain readiness* and *provide long term health benefits for our force***
- **Implementation poses many obstacles**
- **Re-engineering challenges are different for perspective Commands**

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LESSONS LEARNED

- **Command support a must!**
  - **NO LEAVE granted unless “R” or readiness status complete – to include the PHA**
- **Multi-Departmental Approach**
  - **Defined roles of each clinic**
    - **Primary Care Clinic (PCC)**
    - **Medical Mobilization Planning Office (MMPO)**
    - **Health Promotion, Wellness Center**
- **Specific clinic for PHA**
  - **Decreases congestion at the PCC**
  - **Provides time for a thorough med record scrub on AHLTHA**

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LESSONS LEARNED (Cont.)

Periodic Health Assessment Update Checklist & Readiness Status Verification Notice defined as:

- **Two-part process – annual training requirements, SAMs update, dental classification**
- **To be completed prior to appointment at the Wellness Center!!!**

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PHA APPOINTMENT

- Order appropriate labs prior to appointment
- 30-40 minute Provider time slots
- 15 minutes prior to Provider Appt:
  - Medical record review by corpsmen
  - Vital signs (Entered into AHLTA)
  - Computer-based Health Risk Appraisal
- AHLTA PHA template developed to fit command needs
- Educational tools available in clinic (pamphlets, patient hand-outs)

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Other Observations

- **Document history well by completing note during appointment**
  - **NMCSD completes the DD 2708-1 which is the history questionnaire from the previous 5-year physical exams**
- **Educate patients about biological past family history as it pertains to their health and their family's health**
- **Interview styles may vary, but the AHLTA template keeps providers on track**

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Summary

- Command Support
- Define Departmental Roles
- Standardize PHA appointment, deviating for specific risk factors
- ENSURE RESPONSIBILITY FOR THEIR OWN HEALTH IS TRANSFERRED TO THE PATIENT – WE PROVIDE GUIDELINES!!!

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QUESTIONS?????